

**QUALITY ASSURANCE REVIEW
SUMMARY REPORT**

9/1/05

**SKETCH LLC
936 BUTTE AVENUE
HELENA, MT
59601-3819**

**EVALUATION CONDUCTED FOR THE PERIOD
SEPTEMBER 1, 2003 through AUGUST 31, 2005**

By

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QUALITY ASSURANCE REVIEWS SUMMARY REPORT

The purpose of this summary is to serve as an evaluation of services provided by Sketch, LLC, henceforth to be referred to as Sketch. The information for this report was gleaned through personal interviews, documentation review and personal observation. Quality Assurance Reviews are conducted as a requirement of quality assurance through contractual agreement with the State of Montana.

Scope of Review

General Areas

A. Administrative

Sketch has a Director, Kevin Hurlbut. Kevin is responsible for all administrative duties and is the primary care-giver of the consumers served by Sketch. During the past year, Kevin hired his sole employee, [redacted]. Most of [redacted]'s duties involve direct care of the consumers. More concerning [redacted] is below.

Significant events from the agency: Events for Sketch since the last Quality Assurance Comprehensive Review in May-June, 2002:

[redacted] picked Sketch for his Supported Living Provider, raising the number of people served by Sketch from three to four.

[redacted] has been diagnosed with diabetes.

[redacted] moved from the trailer where he had lived for twelve years, to a very nice apartment.

[redacted] has had significant health struggles, all related to his diabetes and obesity.

[redacted] came on board with Sketch, working half-time. She is experienced in many areas of the field of working with persons with Developmental Disabilities most recently as a Case Manager for the Developmental Disabilities Program (DDP). She has great rapport with the people that are served by Sketch. She uses good judgment. She is a hard worker. The Director feels that she shares the considerable responsibility associated with serving people with disabilities.

Accomplishments since the last review:

[redacted]'s health reached a crisis point, where it seemed that he would be permanently confined to a wheelchair. He was unable to independently make transfers from the wheelchair. He was unable to get to the bathroom for his personal needs. He was unable to work his job at Helena Industries. The Director and [redacted] have put tremendous effort into nursing him back to health. The Director is happy to report that in attitude, [redacted] is back one hundred percent and in mobility, he is back almost that much (he now walks with a walker instead of a cane). His blood sugar readings are better than they were prior to the crisis. He has returned to work.

When [redacted] joined Sketch, we identified two significant concerns. [redacted] experienced emotional self-abuse that kept his life in constant conflict. And, his finances were in serious disorder. Medical tests showed that [redacted] had diabetes which, in his case, caused an alternating swelling and shrinking of his brain. Just by treating the diabetes, [redacted]'s self-

abuse fell off remarkably. And, [redacted] turned out to be quite responsive to financial advice when it was presented with respect. Not only has he been “dug out of a hole”, he was able to save and purchase a large shed from Helena Industries, which is something he had wanted for years. [redacted] is noticeably happier and more at peace.

The Director of Sketch, Kevin, has been part of the Rates Advisory Committee as distribution of funding for DD providers is adjusted with the goal of being more equitable. He notes that it has been an education learning how complex the issues are from both the state’s perspective and that of the providers. Experiencing the complexities on that level has deepened the appreciation for the time spent one-on-one with the people we serve.

Policies and administrative directives from the DDP: None were presented.

Licensing: Licensing is currently in place. It is renewed on a yearly basis.

Accreditation: Accreditation is no longer a requirement.

Agency internal communication systems: Staff meetings are held 2 times per month. Incident Reports are generated as needed. There is frequent interaction as Sketch personnel and consumers see each other nearly every day. There is much communication by telephone.

Fiscal (results of A133 audit, referral to Medicaid Fraud or QAD review, client funds and record keeping): Results were reviewed and are acceptable. Sketch has recently undergone another audit.

Specific Services Reviewed

A. Residential

Accomplishments: See above

Programmatic Deficiencies: None identified.

Corrections to Deficiencies: None identified.

Health and Safety

Vehicles: The vehicle owned by the Director is used for transportation purposes by Sketch personnel. Maintenance is performed on a regular basis. Insurance is renewed as needed.

Consumers: Currently, Sketch serves four persons. They are [redacted]. All reside in the Helena area. Sketch provides supported living services to these individuals.

Medication Safety (psychotropics, training, programs, prn’s, certification, errors): All of the consumers served by Sketch are able to self-administer their medications. Therefore, medications are not locked up.

Sites: Three of Sketch's consumers live in their own apartments. The fourth lives in a mobile home located next to her mother's home on property owned by her mother. The fourth consumer receives Community Supports. The evaluator visited the other three homes. All of the apartments were clean and, for the mostpart, orderly. Two of them were small and contained virtually all the possessions of the occupants which made them somewhat cluttered. The other was newer and very spacious. The Quality Assurance Checklist Form B was used as a guide. The sites visited all met the qualifications as outlined in bold in the Form B. Other provisions were addressed through the IP Team process. In particular, egress was noted in all apartment. Smoke detectors were noted and functional. All apartments contained working fire extinguishers.

Service Planning and Delivery

Individual Planning (Assessment, implementation, monitoring): Individual Plans (IP's) were reviewed for all four consumers serviced by Sketch. All plans were based upon assessments. They were implemented in a timely manner and contained all components of an Individual Plan as called for in the IP Checklist in Appendix B of the Quality Assurance Process. Goals and objectives meet identified needs. They are monitored at least quarterly and the results are submitted to the DDP every 3 months as called for by policy.

Leisure/Recreation: Needs/interests in this area are met as much as can be considering that all the consumers served live in various parts of the community. Three of the four persons spend a good part of their day working which lessens the opportunity for the other activities. The personnel who work for Sketch make an effort to meet these needs whenever possible if the consumer's schedule allows for it. . is generally in charge of this.

Client Rights: All consumers are believed to have a good grasp of their rights and responsibilities. There are no rights restrictions in place. In lieu of an internal grievance procedure at each IP meeting, the Director encourages the consumers and family members to contact case managers with any concerns about services from Sketch.

Medical/health care: Sketch provides transportation to all medical/dental appointments. They occur as scheduled. One gentleman has some critical health issues and has spent some time in the hospital. Sketch has gone out of its way to meet his needs. Sketch also handles all prescriptions as they are needed. Some simple medical procedures are performed by Sketch staff. This part of the care-giving effort is generally done by Kevin.

Emotionally Responsible Care Giving: Consumer satisfaction surveys have been completed and can be reviewed in the consumer's file near the Individual Plans.

Agency consumer satisfaction surveys: They have been completed.

Staffing: There only 2 employees at Sketch, the Director, Kevin Hurlbut, and , mentioned earlier in this report. went through a comprehensive orientation process when hired. She was required to know First Aid and CPR for the job.

Orientation/training: The orientation process for included the review of HIPPA requirements, completion of Incidents Reports and introduction of the forms needed to accomplish that, client rights, confidentiality and quality control. An introduction to the new Incident Management Policy was made, as well.

Ratios: Not applicable

Staff Surveys: A Staff Interview Questionnaire was given to : as outlined in Appendix I of the Quality Assurance Process manual. She passed every section and performed very well.

Incident Management: APS is notified if necessary. Incidents are reported when necessary. Sketch will be following and using the new Incident Management Program for reporting incidents. The Director has been trained to conduct Critical Incident Investigations, if needed.

B. Work/Day/Community Employment

Sketch does not offer Work/Day/Employment.

C. Community Supports

Sketch provides services for one person funded by Community Supports, As previously mentioned, lives in a mobile home next to her mother's home on property owned by her mother.

Accomplishments: No specific accomplishments were noted in relation to .

Programmic/Corrections Deficiencies: In reviewing s files, no deficiencies were noted. Corrections were not necessary.

HEALTH AND SAFETY

Vehicles: is provided with transportation services by the Director in his own vehicle. See above.

Consumer: As previously mentioned, [redacted] is the only person funded by Community Supports that receives services through Sketch.

Medication Safety (psychotropics, training, programs, prn's, certification, errors): [redacted] takes her medication without assistance. No medication errors have been noted.

Sites (appearance, evacuation drills, [redacted] apartments, emergency back-up): See above description of [redacted] living situation. Her home was not inspected because she is a Community Supports recipient. Fire drills are conducted on a monthly basis. An emergency back-up system is provided by the means of cellular telephones carried by Kevin and [redacted].

SERVICE PLANNING AND DELIVERY

Individual Planning (assessments, implementation, monitoring): [redacted]'s file was reviewed. Goals and objectives were based on assessments and were implemented in a timely manner. Goals and objectives are monitored on a quarterly basis.

Leisure/Recreation: [redacted] receives a certain amount of weekly services from Sketch. It is not known if some of that time is used for leisure/recreation purposes.

Client Rights (restrictions/promotion of rights, grievance procedure): [redacted] understands her rights as they have been explained to her. In lieu of an internal grievance procedure at each IP meeting, the Director encourages the consumer and family members to contact case managers with any concerns about services from Sketch. No rights restrictions are in place for [redacted].

Medical/health care: Part of Sketch's responsibilities is to take [redacted] to any medical and/or dental appointments she may have. In general, her health is good.

Emotionally Responsible Care Giving

Consumer Surveys: A Consumer Satisfaction Survey was conducted with [redacted]. It can be found in her file near the Individual Plan.

Agency's consumer satisfaction survey: This has been completed.

Staffing

Screening/Hiring: There are but 2 employees of Sketch, Kevin and [redacted]. [redacted] was hired last year. Before her hiring, she had to know First Aid and CPR.

Orientation/training: : had comprehensive orientation training when she was hired. See above.

Ratios: N/A

Staff survey: A Staff Interview Questionnaire was conducted with : a. She passed every section.

Incident Management

APS: APS is notified when it is necessary to do so.

Incident Reporting: Incident Reports are generated when it is necessary to do so. Sketch will be following the new Incident Management Policy as is now required.

Critical Incident Investigations: The Director has undergone training necessary to conduct Critical Incident investigations as they are needed.

D. Transportation

Accomplishments: None noted at this time.

Programmatic Deficiencies: None noted at this time. The Director uses his own vehicle for transportation purposes for Sketch consumers.

Corrections to Deficiencies: None noted at this time.

E. Case Management

Accomplishments: None noted at this time.

Programmatic Deficiencies: None noted at this time.

Corrections to Deficiencies: None noted at this time.

CONCLUSION

This is the first Quality Assurance Summary that this evaluator has conducted with Sketch. At the conclusion of this review, no areas of concern were noted. Sketch began in April of 2000, serving one client. Since that time, Sketch has expanded its' services to serve 45 persons. Sketch has done an excellent job in developing and delivering the services it provides. Sketch continues to serve its four consumers with quality and care.

It is important to note that an emergency response or back-up system is in place. Both Kevin and . carry cellular phones with them at all times. Kevin, in particular, is at the disposal of the consumers whenever he is needed. It is also noteworthy that all consumers are visited most days. Their needs are met in a timely manner.

Some recommendations are in order. First aid kits should be in all apartments. It is the opinion of the evaluator that the consumers would know how and when to use them. The assessments used to determine needs should be all encompassing, including all aspects of the consumer's lives. In the assessments should be a tool to determine risk and vulnerability of the consumers. The evaluator is not sure about the existence of a policy and procedure manual to outline agency policies. One should be developed if it hasn't been already. While three of the four consumers spend the majority of their weekday working, more attention should be given to focus on leisure/recreation activities, if possible.

In conclusion, the evaluator will continue to monitor Sketch's program and will be available for consultation as needed. The impression of the evaluator is that Sketch is operated in a very positive manner after having been in existence for a relatively short period of time. The evaluator is looking forward to a continuing and effective working relationship with Sketch and the persons served by the program.

The Director of Sketch has had an opportunity to review the above recommendations and has replied. Two consumers do need First Aid kits and training on how to use them. This will be done. The Director provided the evaluator with the assessments used by Sketch in their annual evaluations. They are comprehensive and meet the purposes for which they are intended. While there is no policy and procedure manual per se, there is a packet of information that serves that purpose. It is available to any and all employees of Sketch. In regards to leisure/recreation activities, weekend hours and one weekday evening are devoted primarily to recreation.